

MAR. 25. 2002 12:18PM

WELSH &amp; KATZ LTD. 312 655 1501

NO. 4097 P. 2

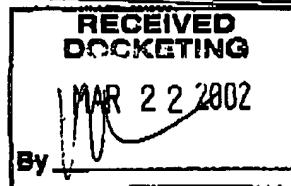


## UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
 United States Patent and Trademark Office  
 Address: COMMISSIONER OF PATENTS AND TRADEMARKS  
 Washington, D.C. 20231  
[www.uspto.gov](http://www.uspto.gov)

Application Number	Filing Date	First Named Applicant	Atty. Docket No.
09/992,367	11/06/2001	Shambaugh, Craig	6065-82965

Welsh & Katz, Ltd.  
 Jon P. Christensen  
 22nd Floor  
 120 South Riverside Plaza  
 Chicago IL 60606



OIPE  
MAR 25 2002

Title: Method of optimizing call center resources based upon statistics

Date Mailed: 03/20/2002

## Request for Substitute Papers

The papers filed on 02/12/02 (certificate of mailing dated 01/23/02) are no longer in condition to become part of the permanent records of the United States Patent and Trademark Office (USPTO) for this application (37 CFR 1.52(a)) due to the United States Postal Service sanitization process.

The USPTO requests that applicant provide a copy of the above-identified papers (except for any U.S. or foreign patent documents submitted with the above-identified papers) with a statement that such copy is a complete and accurate copy of the above-identified papers (signing and returning a copy of this notice will provide such a statement). The reply to this letter should be submitted to the USPTO by facsimile at the number indicated 703-746-4060(OIPE).

Alternatively, the reply to this letter may be hand-carried to the Customer Service Window located in Room 1B03 of Crystal Plaza Building 2, Arlington, Virginia, 22202.

The USPTO strongly prefers that the reply to this letter be submitted by facsimile. However, if applicant cannot submit the reply to this letter by facsimile (or hand-delivery), the reply may be mailed to: Box Duplicate OIPE, U.S. Patent and Trademark Office, P.O. Box 2327, Arlington, VA 22202-2327.

This letter is not a notice under 37 CFR 1.251. However, failure to timely replay to this notice within two (2) weeks of the date of receipt of this letter may result in the USPTO issuing a notice under 37 CFR 1.251. A copy of this notice should be included with the reply.

The enclosed papers are a complete and accurate copy of the above-identified papers.

Name: [Signature] Registration No.: 34,137

Signature: Jon P. Christensen Date: 3/25/02

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MARCH 25 2002  
WELSH & KATZ, LTD

MAR. 25. 2002 12:18PM

WELSH & KATZ LTD. 312 655 1501

NO. 4097 P. 3

Applicant(s): *Craig Shambaugh et al.*  
U.S. Ser. No. 09/992,367; Filed November 6, 2001  
Title: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED  
UPON STATISTICS

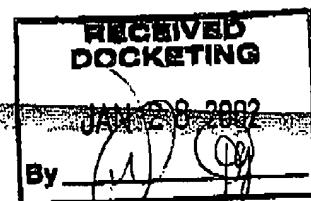
JPC/kas  
File No. 6065-82965  
January 23, 2002

Enclosed: Transmittal Form (in duplicate); Response to Notice to File Corrected Application Papers (in  
duplicate); Copy of Original Notice to File Corrected Application Papers; Submission of Formal Drawings  
Transmittal; Three (3) sheets of Corrected Formal Drawings; Return Postcard; Certificate of Mailing via  
First Class Mail dated January 23, 2002.

COMMISSIONER FOR PATENTS:

Please acknowledge receipt of the above-identified documents by applying the Patent and Trademark Office  
seal hereto and mailing this card.

Respectfully,  
WELSH & KATZ, LTD.



Applicant(s): *Craig Shambaugh et al.*  
U.S. Ser. No. 09/992,367; Filed November 6, 2001  
Title: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED  
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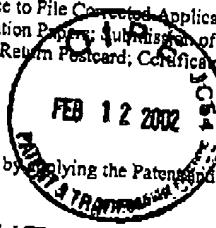
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Respectfully,  
WELSH & KATZ, LTD.



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WELSH & KATZ LTD. 312 655 1501

NO. 4097 P. 1

02/13/01  
**WELSH & KATZ, LTD.**  
120 South Riverside Plaza  
22nd Floor  
Chicago, Illinois 60606  
Phone (312) 655-1500  
Facsimile Number (312) 655-1501

COPY OF PAPERS  
ORIGINALLY FILED



**FACSIMILE COVER SHEET**

From: Jon P. Christensen, ESQ.

March 25, 2002

To: USPTO

Fax: 703-746-4060

Number of pages including this cover letter: 9

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Re: 6065-82965

IF YOU DO NOT RECEIVE ALL PAGES OR ARE HAVING TROUBLE, PLEASE CALL (312) 655-1500 AND ASK FOR Kim Annel.

\* \* \* \* \* \* \* **CONFIDENTIALITY NOTICE** \* \* \* \* \* \* \*

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NO. 4097 P. 2



## UNITED STATES PATENT AND TRADEMARK OFFICE

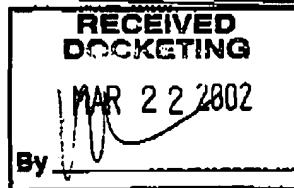
JAS/JPC

82965

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Application Number	Filing Date	First Named Applicant	Atty. Docket No.
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Welsh & Katz, Ltd.  
 Jon P. Christensen  
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Title: Method of optimizing call center resources based upon statistics



Date Mailed: 03/20/2002

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The enclosed papers are a complete and accurate copy of the above-identified papers.

Name: Jon P. Christensen Registration No.: 34,137

Signature: Jon P. Christensen Date: 3/25/02

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 34,137  
 WELSH & KATZ, LTD.

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WELSH & KATZ LTD. 312 655 1501

NO. 4097 P. 4

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Group No.: 2643

Applicant: *Craig Shambaugh et al.*

Examiner: Not yet assigned

Serial No.: 09/992,367

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents; Washington, D.C. 20231 on this date:

Filed: November 6, 2001

For: METHOD OF OPTIMIZING CALL  
CENTER RESOURCES BASED UPON STATISTICS

01/23/2002

Date

Signature

Attorney

Docket No.: 6065-82965

*Kim Ann*



RESPONSE TO NOTICE TO FILE CORRECTED APPLICATION PAPERS

Commissioner for Patents  
Washington, DC 20231

Sir:

This is in response to the Notice to File Corrected Application Papers mailed for this application on December 14, 2001. A copy of the Notice is enclosed herewith. The informal drawings that were filed for the above-captioned matter on November 6, 2001 did not have the correct margin settings and were not electronically reproducible. Please replace the previously submitted drawings with the correctly formatted sheets enclosed herewith.

Applicant believes that there is no fee due in connection with this response. If, however, there is a fee due the Commissioner is hereby authorized to charge the unpaid amount, or credit any overpayment, to Deposit Account No. 23-0920. A duplicate copy of this sheet is enclosed.

Dated: January 23, 2002

Respectfully submitted,

WELSH & KATZ, LTD.

By:

*Jon P. Christensen*  
Jon P. Christensen  
Registration No. 34,137

WELSH & KATZ, LTD.  
120 South Riverside Plaza, 22nd Fl.  
Chicago, IL 60606  
Telephone: (312) 655-1500

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NO. 4097 P. 6

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PAPERS  
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COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/992,367	11/06/2001	Craig R. Shambaugh	6065-82965

CONFIRMATION NO. 5567

FORMALITIES LETTER



\*OC00000007192851\*

JAS/HPC

Date Mailed: 12/14/2001



NOTICE TO FILE CORRECTED APPLICATION PAPERS

*Filing Date Granted*

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawings submitted to the Office are not electronically reproducible. Drawing sheets must be submitted on paper which is flexible, strong, white, smooth, non-shiny, and durable (see 37 CFR 1.84(e));

*A copy of this notice MUST be returned with the reply.*

Customer Service Center  
Initial Patent Examination Division (703) 308-1202  
PART 1 - ATTORNEY/APPLICANT COPY

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WELSH & KATZ LTD. 312 655 1501

NO. 4097 P. 5

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: *Craig Shambaugh et al.*

Group No.: 2643

Serial No.: 09/992,367

Examiner: Not yet assigned

Filed: November 6, 2001

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Box Official Draftsman; Commissioner for Patents; Washington, D.C. 20231 on this date:

Attorney  
Docket No.: 6065-82965

1/23/02  
Date

*Kim Angel*  
Signature

SUBMISSION OF FORMAL DRAWINGS

**Box OFFICIAL DRAFTSMAN**

Commissioner for Patents

Washington, DC 20231

Attn: Official Draftsperson

Sir:

Submitted herewith are three (3) sheets of formal drawings to be filed in the above-identified patent application. Please replace the previously submitted informal drawings with the correctly formatted sheets enclosed herewith.

Respectfully submitted,

**WELSH & KATZ, LTD.**

By: *[Signature]*

Jon P. Christensen  
Registration No. 34,137

Dated: January 23, 2002

WELSH & KATZ, LTD.  
120 South Riverside Plaza  
22<sup>nd</sup> Floor  
Chicago, IL 60606  
(312) 655-1500

